



## **Memorandum of Agreement Committee Planning Meeting**

*May 17, 2019*

### **Agenda**

- i. Goals of Today's Planning Meeting**
- ii. MOA – Why, What and How**
- iii. The Perfect Career Center Operations**
- iv. Business Services and Individual Services**
- v. Report Outs**
- vi. Next Steps**
- vii. Next Meeting**

VIII. The partners represented on the Collaborative shall work to establish cooperative and mutually beneficial relationships to successfully accomplish the following commitments: (1) support in streamlining statewide identification and sharing of common core services by function rather than by agency applicable to each partner's program at the local level; (2) effective blending of funds by function rather than by agency identified in the Funding Report allocated to the partner's program for workforce development to the extent not inconsistent with Federal law; (3) participation in a common referral system; (4) participation in a common case management information system; and (5) achievement of established performance goals grouped by function rather than by agency, as defined by the KWIB and the Education and Workforce Development Cabinet.

IX. The state agency members of the Collaborative shall ensure provision of services by function rather than by agency in each comprehensive Kentucky Career Center by way of creating a state level Memorandum of Agreement in which state partners define for their local staff and contractors the roles, responsibilities, contributions and metrics by function in providing the following workforce development services in the Kentucky Career Center system listed as: (1) assisting individuals in obtaining employment that leads to self-sufficiency; (2) providing employers with access to qualified and appropriately skilled employees who have been assessed, trained and possess appropriate credentials and certifications; (3) delivering effective programs offered through a seamless and integrated workforce development delivery that eliminates duplication of services; (4) reducing administrative costs and accommodating the needs of employers; (5) holding participant organizations accountable for costs, appropriate use of state and federal funding, performance, and metrics; and (6) reacting to the current demand for skilled workers by specific industries and identified sectors of unfilled jobs.



## Career Center Operations - The Perfect Center

### *Pie in the Sky: What's the Best Possible Expectations and Outcomes???*

	Characteristic	Characteristic	Characteristic	Characteristic
<b>Quality</b>	<input checked="" type="checkbox"/> Metrics-proof of services- Business professional look/feel	<input checked="" type="checkbox"/> Case study/Employer testimonials	<input checked="" type="checkbox"/> Employer in Career Center	<input checked="" type="checkbox"/> Wrap-around services- Employer targeted information
<b>Quantity</b>	<input checked="" type="checkbox"/> Produce the number of qualified candidates	<input checked="" type="checkbox"/> Regional location	<input checked="" type="checkbox"/> On-call services- traveling road show- flexibility	<input checked="" type="checkbox"/> Chat box-digital- 800 number
<b>ROI</b>	<input checked="" type="checkbox"/> Quality & Quantity	<input checked="" type="checkbox"/> Timely fashion	<input checked="" type="checkbox"/> Transparency- employer & center	
<b>Outreach</b>	Target marketing website- advertise; website or radio	Single point of contact	Re-brand-KSN	Ask/Visit- create opportunity
<b>Other</b>				

***What Does it Physically and / or Virtually Look Like?***

Career Center Operations - The Perfect Center				
Pie in the Sky: What's the Best Possible Expectations and Outcomes???				
	Characteristic	Characteristic	Characteristic	Characteristic
Infrastructure				
	<input checked="" type="checkbox"/> Convenient locations	<input checked="" type="checkbox"/> Social media- digital presence	<input checked="" type="checkbox"/> Mobile units	
Technology				<input checked="" type="checkbox"/> Kiosk (employer owned) in KCC tablets
	<input checked="" type="checkbox"/> Funding issues	<input checked="" type="checkbox"/> User-friendly databases (meaningful) (accurate)	<input checked="" type="checkbox"/> Focus talent	
Location				
	<input checked="" type="checkbox"/> Connect location when needed	<input checked="" type="checkbox"/> Physical & virtual mobile		
Other				
What Should I Expect from Staff?				
	Characteristic	Characteristic	Characteristic	Characteristic

## Career Center Operations - The Perfect Center

### Pie in the Sky: What's the Best Possible Expectations and Outcomes???

<b>Orientation</b>	<input checked="" type="checkbox"/> All staff- Business Services 101	<input checked="" type="checkbox"/> Better internal communication/direction	<input checked="" type="checkbox"/> "First impression specialist"	
<b>Customization</b>	<input checked="" type="checkbox"/> To individual employer	<input checked="" type="checkbox"/> Sector based-industry driven	<input checked="" type="checkbox"/> Subject matter expectations	
<b>Knowledge</b>	<input checked="" type="checkbox"/> Accurate information	<input checked="" type="checkbox"/> General industry knowledge	<input checked="" type="checkbox"/> LOI	<input checked="" type="checkbox"/> Inch deep- mile wide
<b>Accommodations</b>	<input checked="" type="checkbox"/> Having meetings in KCC's- internally	<input checked="" type="checkbox"/> "Go and see"		
<b>Other</b>				
<b>Who Are the Staff?</b>				
	<b>Characteristic</b>	<b>Characteristic</b>	<b>Characteristic</b>	<b>Characteristic</b>

Career Center Operations - The Perfect Center				
Pie in the Sky: What's the Best Possible Expectations and Outcomes???				
Entity(s)				
Technology				
Mobility				
Other				
How Should the Services be Funded?				
	Characteristic	Characteristic	Characteristic	Characteristic

## Career Center Operations - The Perfect Center

*Pie in the Sky: What's the Best Possible Expectations and Outcomes???*

Investment					
Cost Allocation					
Program					
Performance					
Industry					
Other					





LWDA	Office	County	Category of KCC Certification	Last LWDB Certification Date (board approved)	Current Certification Expires	Projected New Certification Date	Last Updated By DKB	Date Received Information by Email from LWDA	Certification Letter Rec.	Certification Letter Emailed to KWIIB-Melissa
Bluegrass	Danville	Boyle	Comprehensive	4/19/2016	4/19/2019	3/1/19-as Affiliate	2/13/2019	11/5/2018-Mable	11/5/19-Mable	
Bluegrass	Winchester	Clark	Affiliate	4/19/2016	4/19/2019	CLOSED	2/13/2019	11/5/2018-Mable	11/5/19-Mable	
Bluegrass	Lexington-Goodwin	Fayette					2/13/2019	11/5/2018-Mable	N/A	
Bluegrass	Lexington-Annex Strader Plaza	Fayette	Affiliate			Evaluation in process by 3/1/2019	2/13/2019	11/5/2018-Mable		
Bluegrass	Frankfort	Franklin	Affiliate	N/A	N/A	CLOSED	2/13/2019	11/5/2018-Mable	N/A	
Bluegrass	Richmond	Madison	Comprehensive	6/30/2015	6/30/2018	CLOSED	2/13/2019	11/5/2018-Mable	N/A	
Bluegrass	Berea	Madison	Affiliate			Evaluation in process by 3/1/2019	2/13/2019	11/5/2018-Mable		
Bluegrass	Georgetown	Scott	Comprehensive	4/19/2016	4/19/2019	Re-Evaluation-Aff. or Comp. by 4/30/2019	2/13/2019	11/5/2018-Mable	11/5/19-Mable	
Cumberland	Columbia	Adair	Affiliate	6/30/2016	6/30/2019	7/1/2019	2/14/2019	2/13/19-Karen		
Cumberland	Liberty	Casey	Affiliate			5/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Albany	Clinton	Affiliate			4/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Burkesville	Cumberland	Affiliate			6/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Greensburg	Green	Affiliate			8/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	London	Laurel	Affiliate			5/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Whitley City	McCreary	Affiliate			4/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Somerset	Pulaski	Comprehensive	10/16/2018	10/16/2021	10/17/2021	2/14/2019	2/13/19-Karen	11/16/2018-Karen	
Cumberland	Mt. Vernon	Rockcastle	Affiliate			6/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Russell Springs	Russell	Affiliate	6/30/2016	6/30/2019	7/1/2019	2/14/2019	2/13/19-Karen		
Cumberland	Campeleville	Taylor	Affiliate	2/26/2015	2/26/2018	8/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Monticello	Wayne	Affiliate			4/30/2019	2/14/2019	2/13/19-Karen		
Cumberland	Corbin	Whitley	Affiliate			5/30/2019	2/14/2019	2/13/19-Karen		
EKCEP	Pineville	Bell	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Jackson	Breathitt	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Grayson	Carter	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Olive Hill	Carter	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Manchester	Clay	Comprehensive			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Sandy Hook	Elliot	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Prestonsburg	Floyd	Comprehensive			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Allen	Floyd	No Certification			N/A	N/A	2/5/2019-Jennifer		
EKCEP	Harlan	Harlan	Comprehensive			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	McKee	Jackson	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Paintsville-Court	Johnson	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Paintsville-Main	Johnson	No Certification			N/A	N/A	2/5/2019-Jennifer		
EKCEP	Hindman	Knott	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Barbourville	Knox	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Louisia	Lawrence	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Beattyville	Lee	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Hyden	Leslie	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Whitesburg	Letcher	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Salyersville	Magoffin	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Inez	Martin	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	Frenchburg	Menifee	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		
EKCEP	West Liberty	Morgan	Affiliate			6/13/2019	2/13/2019	2/5/2019-Jennifer		



EKCEP	Booneville	Owsley	No Certification			N/A	N/A	2/5/2019-Jennifer	
EKCEP	Hazard	Perry	Comprehensive	6/18/2015	6/18/2018		3/14/2019	2/13/2019	2/5/2019-Jennifer
EKCEP	Pikeville-College	Pike	Affiliate	6/16/2016	6/16/2019		3/14/2019	2/13/2019	2/5/2019-Jennifer
EKCEP	Pikeville-TownMountain	Pike	No Certification			N/A		N/A	2/5/2019-Jennifer
EKCEP	Campton	Wolfe	No Certification			N/A		N/A	2/5/2019-Jennifer
Green River	Owensboro	Daviess	Comprehensive	6/3/2015	6/3/2018				
Kentuckiana Works	New Castle	Henry							
Kentuckiana Works	Louisville-POW W. Broadway	Jefferson							
Kentuckiana Works	Louisville-S. 4th	Jefferson	Specialized-Youth						
Kentuckiana Works	Louisville-S. 5th	Jefferson	Specialized-Health						
Kentuckiana Works	Louisville-2900W. Broadway	Jefferson							
Kentuckiana Works	Louisville-E. Market	Jefferson	Specialized-IT						
Kentuckiana Works	Louisville-Rochester	Jefferson	Specialized-Manufacturing						
Kentuckiana Works	Louisville-1535W. Broadway	Jefferson	Specialized-Construction						
Kentuckiana Works	Louisville-Mobile	Jefferson							
Kentuckiana Works	Lagrange	Oldham							
Kentuckiana Works	Shelbyville-Alpine	Shelby	Specialized-Youth						
KentuckianaWorks	Shepherdsville	Bullitt	Comprehensive						
KentuckianaWorks	Louisville-Cedar	Jefferson	Comprehensive	8/24/2018	8/24/2021				
KentuckianaWorks	Shelbyville-Mt. Rushmore	Shelby	Comprehensive						
KentuckianaWorks	Taylorsville	Spencer							
Lincoln Trail	Leitchfield	Grayson	Affiliate	12/16/2014	12/16/2017				
Lincoln Trail	Elizabethtown	Hardin	Comprehensive	3/17/2015	3/17/2018				
Lincoln Trail	Fort Knox	Hardin							
Lincoln Trail	Lebanon	Marion	Affiliate	12/16/2014	12/16/2017				
Lincoln Trail	Bardstown	Nelson	Affiliate	3/17/2015	3/17/2018				
Northern Kentucky	Florence	Boone	Comprehensive	6/22/2016	6/22/2019			3/11/2019	11/16/2018-Jason
Northern Kentucky	Carrallton	Carrall	Affiliate	6/22/2016	6/22/2019	*Certification reflects previous location. This center is new as of FY 2019			
Northern Kentucky	Williamstown	Grant	Affiliate	New				3/11/2019	11/16/2018-Jason
Northern Kentucky	Glasgow	Kenton	Comprehensive	6/24/2015	6/24/2018			3/11/2019	11/16/2018-Jason
South Central	Glasgow	Barren	Comprehensive	4/29/2015	4/29/2018				
South Central	Bowling Green	Warren	Comprehensive	4/29/2015	4/29/2018				
TENCO	Ashland	Boyd	Comprehensive	5/25/2016	5/25/2019				
TENCO	Maysville	Mason	Comprehensive	5/20/2015	5/20/2018				
TENCO	Mt. Sterling	Montgomery	Affiliate	6/20/2016	6/20/2019				
TENCO	Morehead	Rowan	Affiliate	5/16/2018	5/16/2021				
WestKY	Hopkinsville	Christian	Comprehensive						
WestKY	Madisonville	Hopkins	Affiliate	11/17/2015	11/17/2018				
WestKY	Paducah	McCracken	Affiliate	4/22/2015	4/22/2018				
WestKY	Central City	Muhlenburg	Affiliate						

## **Indemnification/Liability Clause**

All parties to this MOU recognize the partnership consists of various levels of government, not-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. Provided, however, in the event the party is a state agency or subcontracts for services with a state agency subject to the jurisdiction of the Kentucky Claims Commission pursuant to KRS 49.040 through KRS 49.170, the state agency's tort liability shall be limited to an award from the Kentucky Claims Commission up to the jurisdictional amount. No partner assumes any responsibility for any other party, state or non-state, for the consequences of any act or omission of any third party. The parties acknowledge the Northern KY Workforce Development Board and the One-Stop Operator have no responsibility and/or liability for any actions of the one-stop center employees, agents, and/or assignees. Likewise, the parties have no responsibility and/or liability for any actions of the Northern KY Workforce Development Board or the One-Stop Operator.

## **Governing Law**

"This MOU will be construed, interpreted and enforced according to the laws of Commonwealth of Kentucky. All parties shall comply with all applicable State and Federal laws and regulations, and local laws to the extent that they are not in conflict with State and Federal requirements."

## **Employer/Business Services**

Kentucky's workforce programs are designed to meet the needs of employers in relation to the economic needs of their region. A qualified, adaptable labor market is the primary objective for workforce development in Kentucky. This improvement of the Commonwealth's economy is accomplished through the alignment of business's personnel needs and skills training. The Kentucky Career Center Business Service Teams (BST) coordinates, promotes, conducts outreach and/or provides access to workforce partners and resources designed for employer customers. The BST provides job placement services, customized training, skill development opportunities, and training incentives to job seekers and business customers in the Commonwealth. Business services are aligned with the priorities of the Commonwealth of Kentucky and the Workforce Innovation and Opportunity Act (WIOA), the workforce delivery system strives to align employment, education, and training programs to strengthen Kentucky's labor market.

In order to accomplish this objective, WIOA mandates six program components which need to be consistently offered by American Job Centers (AJCs) in Kentucky, the Kentucky Career Center (KCC), Youth Workforce Investment Activities, Adult and Dislocated Worker Employment and Training Activities, Adult Education and Literacy, Employment Services, and Vocational

Rehabilitation. As defined in WIOA Section 3(13), the core program provision is derived from the following legislation:

- WIOA Title I Subtitle B Chapters 2 and 3 (relating to Youth, Adult, and Dislocated Worker employment and training activities);
- WIOA Title II (relating to Adult Education and Literacy activities);
- WIOA Title III Wagner-Peyser Act Sections 1 through 13 (relating to employment services); and
- WIOA Title IV Rehabilitation Act of 1973 Title I (relating to Vocational Rehabilitation services)

WIOA, specifically Title III – Wagner-Peyser, gives employers the same level of service and customer-oriented focus that is provided to individual program participants. The programs provided to employers are meant to strengthen their labor force and businesses are given incentives such as subsidized wages for individuals enrolled and undergoing training. Providing quality services to the business community is a mutual beneficial arrangement: companies receive skilled employees while Kentucky develops a higher-skilled, more productive workforce.

According to WIOA Section 108(b)(4)(B) business services are intended to promote, market, connect, and provide access to :

- Recruitment and Job Placement Services
  - Post Job Openings
  - Customized Hiring-Target Recruitment
  - Veteran's Services
  - Migrant Seasonal Farm Worker Program (MSFW)
- Assessments
  - Assessments and/or Computer Testing Resources
  - TABE (Test of Adult Basic Education)
  - Worldwide Interactive Network Career Readiness System (WIN)
  - NCRC (National Career Readiness Certificate) ®
- Customized Hiring – Incentives
  - Work Opportunity Tax Credit
  - Kentucky Unemployment Tax Credit (UTC) program
  - Federal Bonding
- Rapid Response – Layoff Aversion
  - Worker Adjustment Retraining Notice (WARN)
  - Rapid Response
- Recruiting employers to Kentucky Career Centers, and
- Connecting job seekers and employers by facilitating relationships.



In addition to WIOA related resources and requirements, within Kentucky there are additional resources that provide direct services and resources to employers. These are incorporated within the Business Service strategy and include but are not limited to:

- Skills Development Initiatives
  - Registered and Industry Recognized Apprenticeship Programs
  - Internships and Work Experience
- Training incentive programs
  - On-the-Job Training (OJT)
  - Incumbent Worker Training
  - Transitional Jobs
- Customized training
  - Talent Pipeline Management systems
- Labor market information
  - KYSTATS
  - Focus Suite, and
- Sector strategy and career pathway development.

Collectively, these programs are designed to meet the needs of employers in relation to the economic needs of their respective region. An educated, adaptable, qualified labor market is the primary objective for workforce development in Kentucky; this sustained improvement of the Commonwealth's economy is accomplished through the alignment of business personnel needs and skills training. Kentucky's Business Service strategy includes a partnership of local and state workforce development organizations dedicated to providing proactive workforce development and skill development resources to business customers. This strategy offers a streamlined approach to assisting businesses with recruiting talent, training new and existing employees, and developing tomorrow's workforce. At its core, the BST strategy consists of five primary organizations:

- Kentucky Education and Workforce Development Cabinet (EWDC)
- Kentucky Cabinet for Economic Development (CED)
- The Kentucky Chamber's Workforce Center (Workforce Center)
- Kentucky Community and Technical College System (KCTCS)
- Local Workforce Development Boards

The strategy exists to provide unified, efficient, quality and seamless workforce services and resources to new, existing and expanding companies within the Commonwealth.





## **Memorandum of Agreement Committee Meeting**

*May 17, 2019*

### **NOTES**

#### **Goals of the Committee**

The group discussed the items outlined in the Executive Order as related to the MOA.

#### **Explanations of Terms**

The guidance was discussed related to the local Memorandums of Understanding in which local boards are responsible for as well as the Infrastructure Funding Agreement which correlates with the operation of the local Kentucky Career Centers. Guidance was emailed out ahead of time for review.

#### **Examples and Templates**

Examples and templates were shared with the group ahead of the meeting but also discussed during the meeting.

Darlene will be assisting with drafting an MOA and will also share the local MOU from Northern Kentucky as a template for us to move forward.

We will be also requesting a list of programs and services from each Collaborative member to begin drafting the MOA language and deliverables. This action will also help with the funding committee work as well. Darlene will work on a template which is as closely aligned with the local MOUs as possible. We will be asking Secretary Brinkman to help with the informational requests and will ask that all information be returned to us no later than May 8th.

Additionally, the group will hold a Review and Planning session to move forward with the MOA construction.

#### **Timeline**

We discussed the timeline and want to have a first draft of the MOA to everyone during June. The MOA should be completed and signed by the end of 2019.

#### **Need for Additional Information to Move Forward**

As mentioned above, we will be requesting a list of programs and services from each Collaborative member to move forward, providing us with information for the MOA.

#### **Other**

The members of the committee encouraged us to ensure the MOA is broad in deliverable language for the sake of local delivery, but also encouraged consistency to be built into the language wherever possible.

Additionally, we discussed the need for a "Best Practices" Addendum for the MOA so that we may highlight areas whereas deliverables are most successful.

#### **Next Meeting**

May 17th 9 am – 1 pm – MOA Deep Dive Review and Planning Session (ALL MEMBERS NEED to be PRESENT!)

VIII. The partners represented on the Collaborative shall work to establish cooperative and mutually beneficial relationships to successfully accomplish the following commitments: (1) support in streamlining statewide identification and sharing of common core services by function rather than by agency applicable to each partner's program at the local level; (2) effective blending of funds by function rather than by agency identified in the Funding Report allocated to the partner's program for workforce development to the extent not inconsistent with Federal law; (3) participation in a common referral system; (4) participation in a common case management information system; and (5) achievement of established performance goals grouped by function rather than by agency, as defined by the KWIB and the Education and Workforce Development Cabinet.

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**MOA Sub-Committee Meeting Members - April 18, 2019**

Name	Organization	Present
Scott Brinkman	Governor Matt Bevin	
Ray Leathers/Andy Hightower/Darlene Bussell/Scott Secamiglio	Kentucky Education & Workforce Development Cabinet	X
Kristina Slattery/Elizabeth Bishop	Kentucky Cabinet of Economic Development	X
Danny Davis	Kentucky Labor Cabinet	X
Kristi Putnam and Astrud Masterson	Kentucky Cabinet for Health & Family Services	
Rebecca Barker	Kentucky Justice & Public Safety	
No Representation	Kentucky Workforce Innovation Board	
Donna Davis	Kentucky Council on Post-Secondary Education	X
Donna Davis	Kentucky Council on Post-Secondary Education Conference of Presidents (representing the Presidents)	X
David Horseman/Deanna Durrett/Ashley Lant	Kentucky Department of Education	X
Russ Watts	Kentucky Commission on Military Affairs	
No representation	Kentucky Chamber of Commerce	
Wendy Smith	Kentucky Housing Corporation	
Judge Orbrey Gritton	Chief Local Elected Official (representing the LEOs through KACo)	
Barb Stewart/Denise Dials	Local Board Director (representing the 10)	X
Tom Underwood	State Director of the Kentucky National Federation of Independent Business	
No representation	Executive Director of the Kentucky Human Development Institute	
Kim Rice	Job Corps Director (representing the 7)	X

